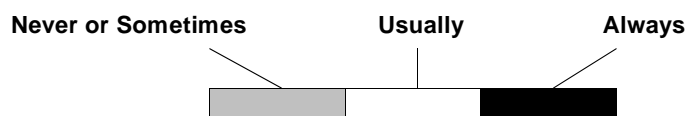
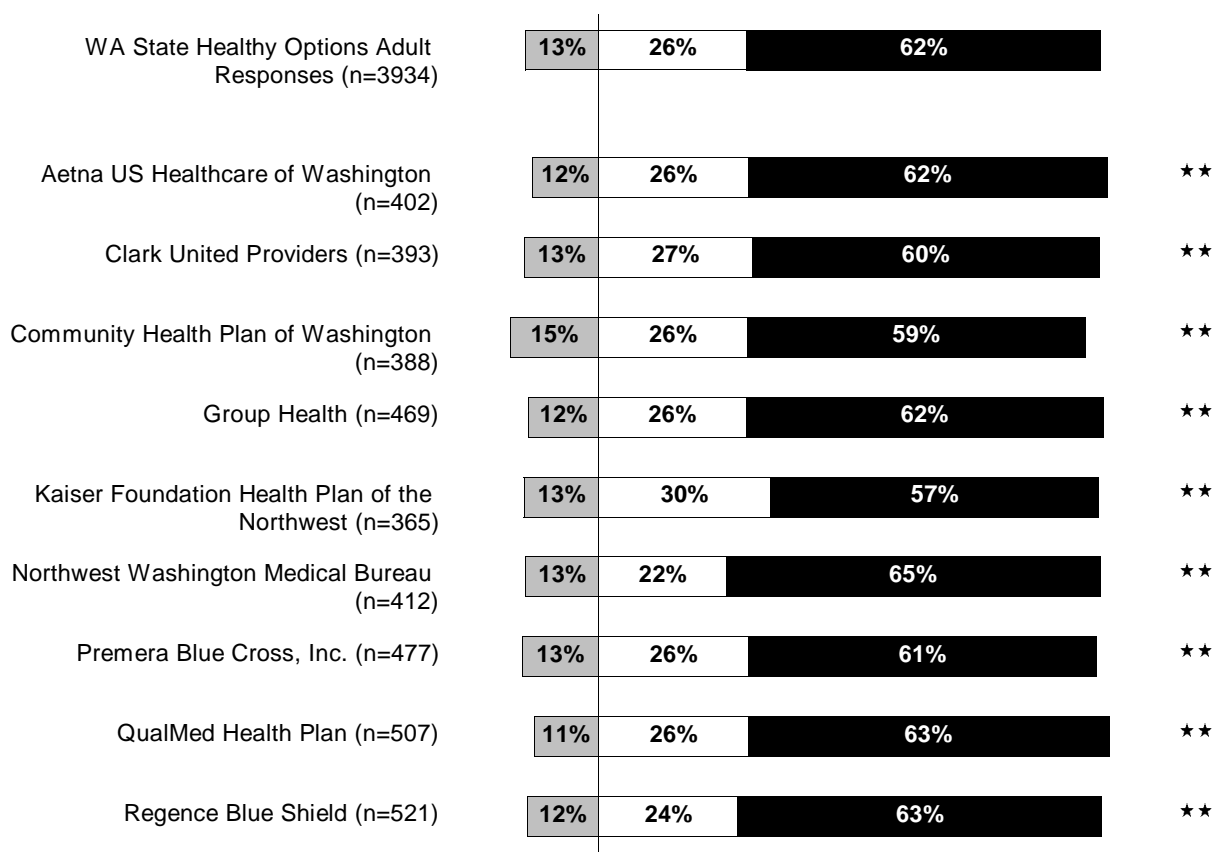


# Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 29 and 30 contained in the composite, "Courteous and Helpful Office Staff." Individual question-level responses immediately follow.



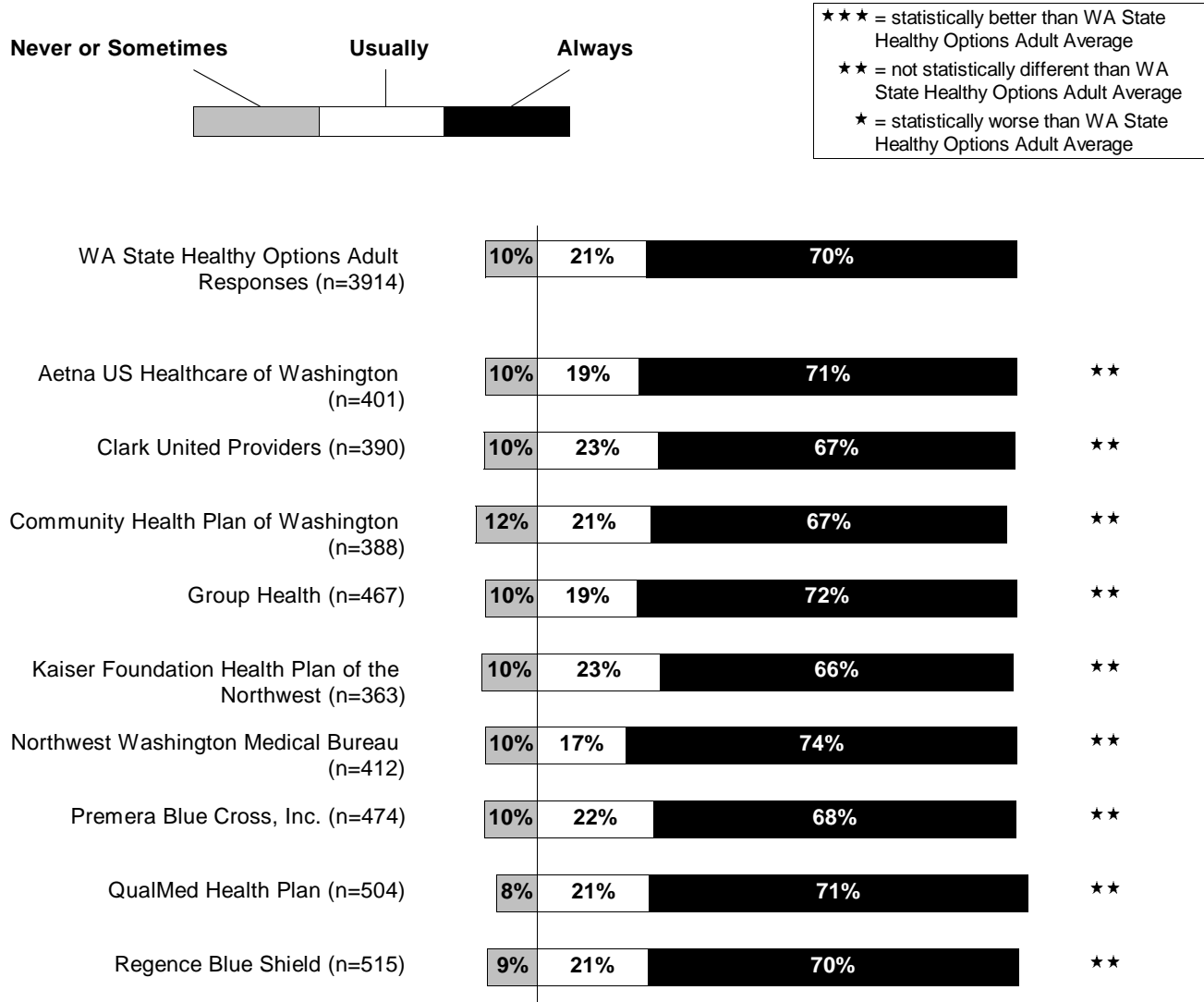
★★★ = statistically better than WA State Healthy Options Adult Average  
 ★★ = not statistically different than WA State Healthy Options Adult Average  
 ★ = statistically worse than WA State Healthy Options Adult Average



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

# Courteous and Helpful Office Staff

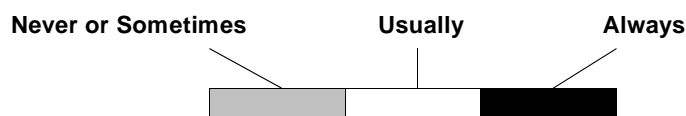
**Q29. "In the last 6 months, how often did office staff at doctor's office or clinic treat you with courtesy and respect?"**



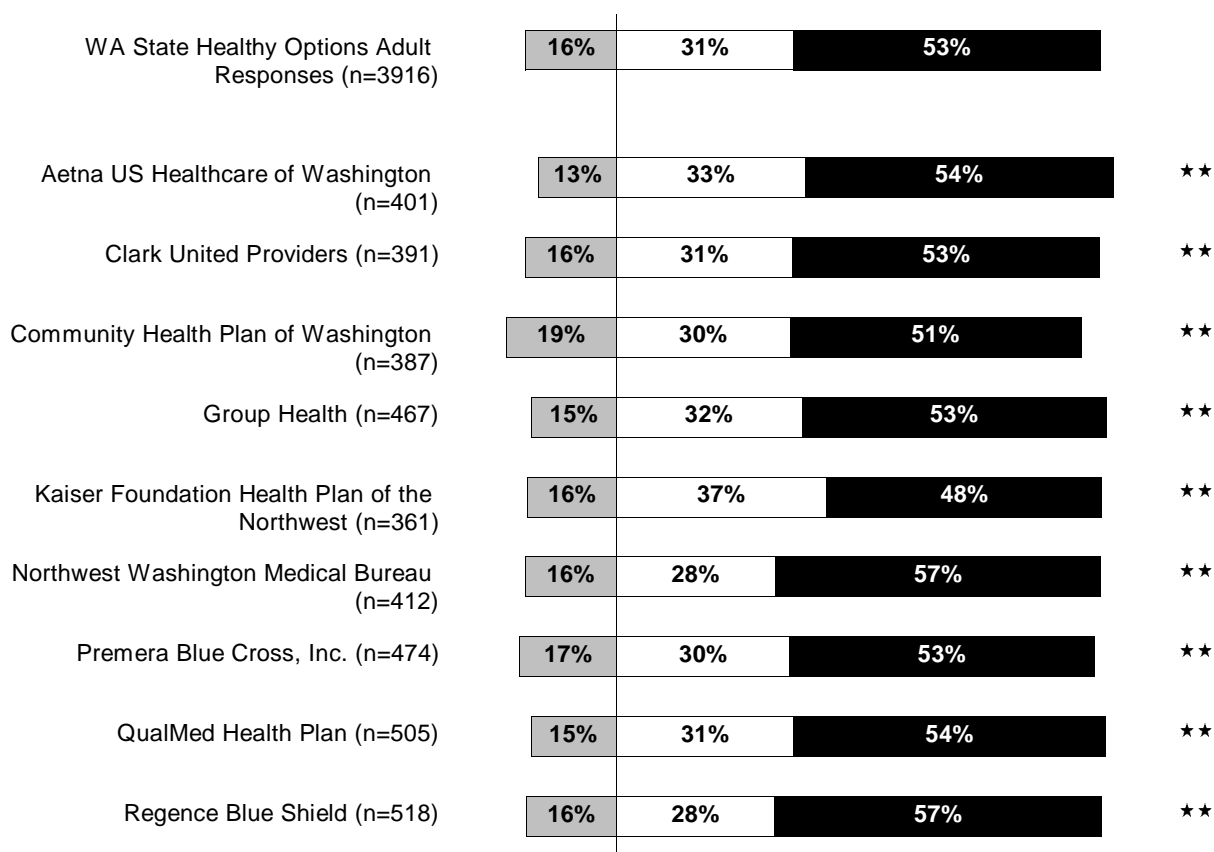
*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.*

# Courteous and Helpful Office Staff

**Q30. "In the last 6 months, how often were office staff at your doctor's office or clinic as helpful as you thought they should be?"**



★★★ = statistically better than WA State Healthy Options Adult Average  
 ★★ = not statistically different than WA State Healthy Options Adult Average  
 ★ = statistically worse than WA State Healthy Options Adult Average



*NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.*